

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

23 January 2017 / 23 janvier 2017

Submitted by / Soumis par:

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SUBJECT: PERFORMANCE REPORT: FOURTH QUARTER 2016

OBJET: RAPPORT SUR LE RENDEMENT: QUATRIÈME TRIMESTRE 2016

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receives this report for information

RECOMMANDATIONS DU RAPPORT

**Que la Commission de services policiers d'Ottawa prenne connaissance du
présent rapport à titre d'information.**

BACKGROUND

The Ottawa Police Service (OPS) monitors and evaluates information on a variety of performance metrics. The Service also contributes data to a number of local and provincial initiatives, including the Municipal Benchmarking Network Canada (MBN-Canada) and the Municipal Performance Measurement Project (MPMP).

DISCUSSION

As part of our commitment to measuring performance, the Ottawa Police continues to work with the City by providing selected metrics to be included in the performance reporting framework, including:

- Total calls for police service;

- Emergency response calls for service (Priority 1);
- Response performance on Priority 1 calls (on-scene in 15 min, 95% of the time);
- Service time (citizen-initiated, mobile response calls); and,
- Number of Criminal Code Offences per sworn officer.

This Quarterly Performance Report covers the reporting period between October 1 and December 31, 2016.

Total Calls for Service – All Priorities

The Ottawa Police has received an average of 345,000 calls for service annually over the past five years. This includes both calls that were dispatched and those that were handled through alternative means.

The total number of calls received by the OPS in 2016 fell by 4% to 322,500 calls (12,000). This was primarily driven by 10,000 fewer Traffic Stops (-16%). Declines were also observed in the volume of Lost Property calls, By-Law calls, and regulated interactions.

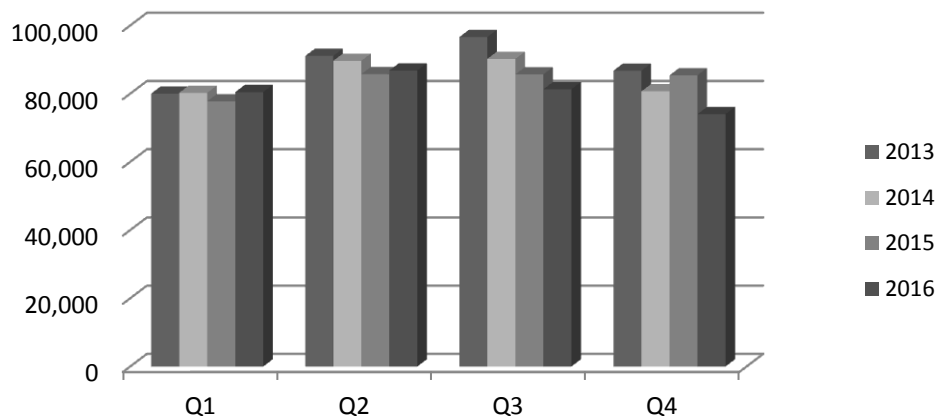


Figure 1: Total Calls for Service (All Priorities)

In the fourth quarter the OPS received 74,000 calls for service, a decrease of nearly 11,000 calls (-13%) compared to the same period last year. There were fewer calls in a number of categories, including: Traffic Stops (-6,800), Alarm calls (-2,300), Theft (-1,099).

Total Calls for Service – Online Reporting

Contributing to a decline in total calls for service was internal efforts through the Service Initiative to increase capacity of patrol officers responding to emergencies. In 2016, the OPS expanded self-service through online reporting. While call centre agents are still available to take non-emergency calls, the public can now report a number of incidents electronically. In 2016 the number of online reports increased by 130% to nearly 7,000

reports - from 3,000 in 2015. The increase was driven by online reports taken for traffic complaints, theft from vehicles, mischief to property, bicycle thefts and theft under \$5,000. We expect the usage of this online service will continue to grow in 2017 as we enable reporting of drug complaints and certain types of fraud.

Emergency Calls for Service (Priority 1)

The Ottawa Police Call Response Protocol reflects the need to respond to citizens' calls for assistance in a manner that reflects the seriousness of the incident, while weighing the interests of the safety of police officers and the general public. The circumstances surrounding the incident determine the priority level assigned.

Calls classified as Priority 1 (P1) include all events involving a known imminent danger to life; actual or potential danger for bodily injury or death; crimes in progress or imminent. These calls include the known use of weapons or apparent life-threatening injuries.

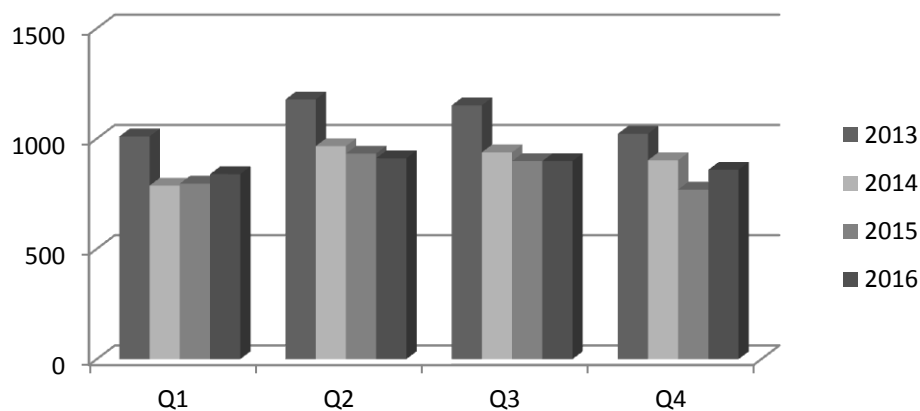


Figure 2: Citizen Generated Emergency Response Calls for Service

In 2016, the OPS received 3,500 calls classified as Priority 1. This represents a 4% increase compared to the previous year. In the fourth quarter, emergency calls rose by 11% to 859, driven by an increase in Paramedic and Tiered response calls.

Priority 1 Response Performance

The OPS aims to respond to Priority 1 calls for service within 15 minutes, 95% of the time. This response performance standard was achieved 93 percent of the time last year.

During the fourth quarter, the OPS achieved this performance standard 92% of the time. This represents less than one percent decline compared to the same period last year. Nearly 80% of all P1 calls where an officer arrived on scene were related to Paramedic Assistance.

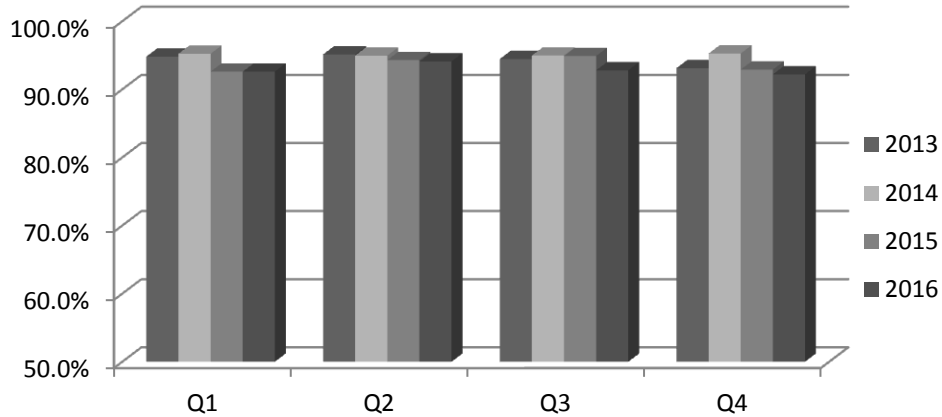


Figure 3: Priority 1 Response Performance (%)

Service Time (Citizen-Initiated, Mobile Response Calls)

Service Time refers to the cumulative amount of time (hours) officers spend responding to and dealing with calls for service from the public. The service time metric is used for operational planning and deployment of personnel. Reactive workload generally fluctuates seasonally throughout the year, with variations in climate influencing call volume and criminal behaviour.

In 2016, Service Time increased by 4% to 273,000 hours. The increase was mainly attributed to patrol officer hours spent handling Suspicious Incidents, Mental Health Act Incidents and Person Using Guns.

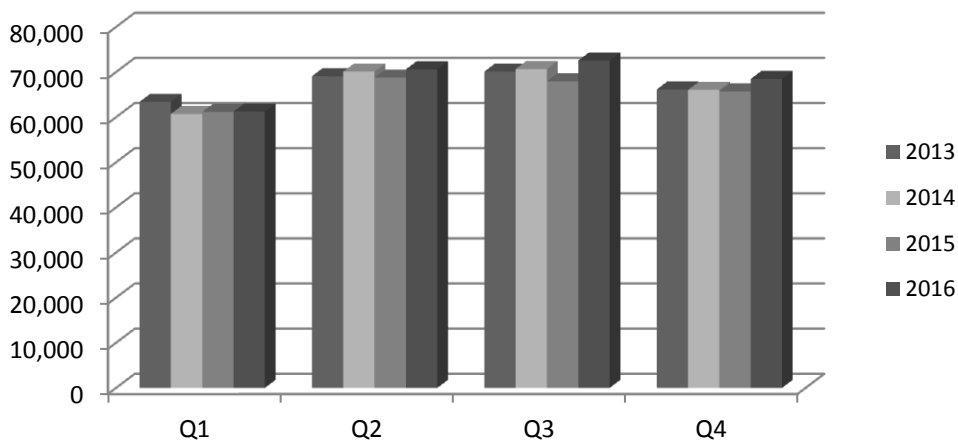


Figure 4: Service Time (Citizen Initiated, Mobile Response)

Similarly, in the fourth quarter service time grew by 4% (or 2,750 hours) to 68,450 hours compared to the same period last year. During this period there was increased effort handling Mental Health Act Incidents, Suspicious Incidents, Tiered Response Calls, Collisions, Disturbances and Thefts.

Number of *Criminal Code* Offences Handled per Police Officer

The number of reported *Criminal Code of Canada* incidents prorated over the number of sworn personnel is one indication of workload. This, of course, does not capture the entire scope of police operations, including proactive initiatives, assistance to victims of crime, traffic enforcement/*Highway Traffic Act* violations, regulated interactions, and other community and public safety activities.

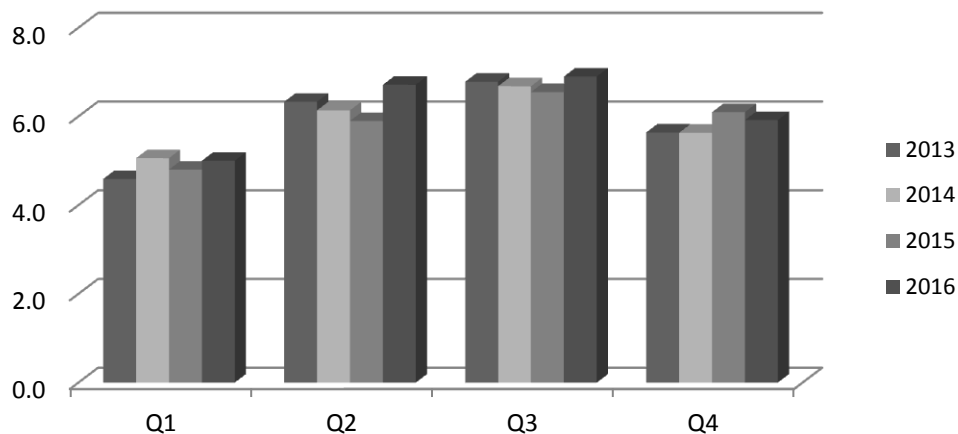


Figure 5: Number of Criminal Code Offences per Officer

In the fourth quarter, the number of offences handled per officer declined to 5.9 offences per officer. This represented a decrease of 3% from the same period last year. The result was driven by fewer Criminal Code of Canada offences, most of which were property related, while staffing levels rose.

CONCLUSION

The Board will continue to receive quarterly performance updates as part of the Performance Measurement Framework. Further development of the framework will continue under the Service priority (Goal S3) in the 2016 to 2018 Business Plan. Ottawa Police representatives will continue to serve on the Municipal Benchmarking Network Canada (MBN-Canada) Expert Panel, the Canadian Association of Chiefs of Police (CACCP) Police Information and Statistics (POLIS) Committee, and the City of Ottawa Community of Practice in Performance Measurement and Strategic Planning. This will support the ongoing discussion, improvement, and transparency of police performance measures.